

## Jobs in a salon

### In this unit you are going to

- talk about the skills and qualities a hairdresser needs (*Speaking A2*)
- talk about your daily routine at work (*Speaking A2/B1*)
- present your salon (*Speaking A2*)
- welcome a customer to the salon (*Speaking A2*)
- write a blog post about your experiences as an apprentice (*Writing A2/B1*)
- read an article about the beginnings of hairdressing (*Reading B1*)
- listen to a hairdresser taking an appointment on the phone (*Listening A2*)
- practise trouble-free grammar: Adverbs of frequency
- boost your vocabulary: Salon equipment  
Duties in the salon.

### Warm-up

#### My job



Get into pairs and answer the following questions. Use the phrases from the LanguageBox.

- 1 Why did you decide to train as a hairdresser?
- 2 What are the benefits of being a hairdresser?
- 3 What are the downsides of the job?
- 4 What are five key skills and qualities a hairdresser needs?



### LanguageBox

I decided to train as a hairdresser / to apprentice as a hairdresser because I wanted to learn a trade / I wanted to start working / I did not want to go to school anymore / I have a role model who is also a hairdresser ...

I want to be a hairdresser because I like to be creative / I am very communicative / I like to work with my hands / I am interested in fashion and beauty ...

An advantage of my job is that I can help people feel better about their looks / I can talk to a lot of people / I keep up with trends / I can change my own hairstyle frequently ...

What I like about my job is the relaxing atmosphere in the salon / that I can be creative / that there is always more to learn ...

A downside of being a hairdresser is that I sometimes have to deal with rude people / I sometimes have to deal with complaints / I don't get paid a lot as an apprentice ...

What I dislike about my job is that it can be stressful / exhausting ...

As a good hairdresser you have to be friendly / physically fit / sociable / responsible / reliable / honest / professional / polite / flexible / interested in fashion ...

A key skill for a good hairdresser is excellent craftsmanship / a sense for shapes and colours / creativity / attention to the customers' needs and wishes / resistance to stress ...

I think that it is important to work well in a team / to work well under pressure / to have a neat and professional appearance ... because ...

# 1 Jobs in a salon

## Language in use

I always wear trendy hairstyles

### Trouble-free grammar: Adverbs of frequency

We usually put adverbs of frequency in front of the verb.

We **usually** work from 9 a.m. to 6 p.m.

I **always** apply make-up in the morning.

**Please note:** *to be* is an exception:

I am **always** polite.

She **often** has her hair chemically straightened.

Lisa **frequently** paints her nails.

I am **never** late for work.

1 Put the words in the correct order. The first one (0) has been done for you. Compare your results with a partner.

0 we / work / from 8 a.m. to 5 p.m. / usually / .

*We usually work from 8 a.m. to 5 p.m.*

1 friendly and helpful / I / generally / at the salon / am / .

2 greet / I / always / our clients / .

3 eyebrows and eyelashes / frequently / dye / I / .

4 Sally / manicures / does / sometimes / .

5 occasionally / create / updo hairstyles / we / .

6 a shave / rarely / customers / ask for / .

7 late / my colleague / is / never / for work / .

2 Have a look at the VocabBooster. Label the pictures (1–6) with the appropriate words. Compare your results with a partner.

### VocabBooster

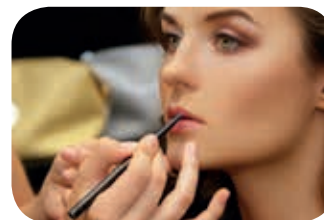
to shave ■ to wash hair ■ to apply make-up ■ to cut hair ■ to put hair on rollers ■ to pluck eyebrows



1



2



3



# 1 Jobs in a salon



Tell the class about your work day. Use phrases from the LanguageBox.

## LanguageBox

Hi / Hello!

I'm ... (*name*) and I work at ... (*name of salon*) in ...

I'd like to tell you about ... / I'm going to talk about ...

On an average work day, I ...

My everyday duties are ... (*verb + ing*) / Some of the tasks I already perform are ... (*verb + ing*)

I usually / sometimes / always ...

I never ...

Doing / Preparing / Cleaning ... is another important part of my work day.

What I like best about my job is ...

Thank you very much for listening.

## Listening

### I'd like to make an appointment



Have a look at the hairdresser's alphabet in the VocabBooster and write down full sentences. Look up all the words you do not know in an online dictionary. An example has been given. Compare your results with a partner.

## VocabBooster

letter	phonetic spelling	example	full sentence
A	[eɪ]	apprentice	<i>An apprentice wants to learn a trade.</i>
B	[bi:]	barber	
C	[si:]	clippers	
D	[di:]	dandruff	
E	[i:]	extension	
F	[ef]	fashionable	
G	[dʒi:]	goatee	
H	[eɪtʃ]	hairdresser	
I	[aɪ]	image	
J	[dʒeɪ]	junior stylist	
K	[keɪ]	keratin	
L	[ef]	lipstick	
M	[em]	manicure	
N	[en]	nail polish	
O	[əʊ]	outgoing	
P	[pi:]	professional	
Q	[kju:]	qualifications	
R	[ɑ:]	receptionist	
S	[es]	scissors	
T	[ti:]	technique	
U	[ju:]	unshaven	
V	[vi:]	vocational school	
W	[ˈdʌblju:]	wig	
X	[eks]	x-mas	
Y	[waɪ]	yellow	
Z	[zed]	zero	



2 Get into pairs. Ask your partner to spell words from the hairdresser's alphabet in activity 1. Take turns.



L like lipstick. Could you spell that for me, please?

Sure. Lipstick, that's L-I-P-S-T-I-C-K.  
[ɛʃ] - [aɪ] - [pi:] - [es] - [ti:] - [aɪ] - [si:] - [keɪ]



Track 1

3 Listen carefully to a hairdresser making an appointment on the phone. Write down the answers to the questions (1-7) in the grid. Get into pairs and compare your results.



questions	answers
1 What is the salon's name?	
2 What is the customer's name?	
3 What does the customer want?	
4 What is the name of the stylist the customer prefers?	
5 When is the appointment?	
6 What else does the customer want?	
7 What is the nail technician's name?	

### Mini-scenario



4 Get into pairs. One of you is a junior stylist at *The Hair & Style Salon*, the other one is a customer who wants to make an appointment on the phone. Have a look at the role cards and choose a scenario (1-4). Use the phrases from the LanguageBox on page 6. Talk for about 2-3 minutes. Take turns.

#### Role card 1: Apprentice

You should

- pick up the phone and mention your name and the name of the salon
- ask the client to spell his/her name
- note down the date and time of the appointment in the book.

#### Role card 2: Customer

You should

- say which stylist you prefer
- inform the junior stylist exactly about what you want to have done
- inform the junior stylist about any further needs or wishes.

# 1 Jobs in a salon

## Scenario 1: Anthony Van Ness

- prefers Friday at 4 p.m. but can also come in earlier
- stylist: John C.
- trim and shave, pluck eyebrows
- wants to know how long the appointment is going to take

## Scenario 2: Suzanne Carraway

- Saturday, 8 a.m., wedding in the afternoon
- stylist: Catrina
- shampoo and set, updo as discussed, make-up, manicure
- must be ready to leave at 10 a.m.!

## Scenario 3: Arjun Lewis

- Monday, 3<sup>rd</sup> October, 2 p.m.
- stylist: Mandy
- haircut, head massage, shave, styling

## Scenario 4: Stella Dellmonte

- Tuesday, 15<sup>th</sup> August, 11 a.m.
- stylist: Monica
- head massage, highlights and lowlights, haircut, blow-dry, manicure, dye lashes

## LanguageBox

### Hairdresser:

Good morning / Good evening / Hello, this is ... (*name*) from ... (*name of salon*) speaking.  
Who is speaking, please?

I'm sorry, I didn't catch your name. Could you repeat it / spell it, please?

What can I do for you? / What do you want to have done?

Is there anything else we can do for you?

When can you come in? / How about ... (*date*) at ... a.m. / p.m.?

Would Tuesday / Wednesday / Thursday ... morning / evening ... work for you?

Do you have a usual stylist at our salon? / Is there a stylist you prefer? / Which stylist do you prefer?

He / She is / is not available tomorrow / on Monday / Tuesday ...

He / She is / is not here at the moment. Would you like him / her to call you back?

Please hold the line, I'll go and ask him / her.

Okay, so I will pencil in your appointment with (*name of stylist*) for a haircut / a trim and a shave ... on ... (*date*) at ... (*time*).

It will take an hour / an hour and a half / two hours ...

Thank you for calling.

See you next week / on Friday ...

Have a nice day.

### Customer:

Hello, this is ... (*name*).

I would like to make an appointment for a haircut / a trim and a shave ...

I would like to schedule an appointment to get a haircut / a new hair colour ...

I would also like to book a manicure. / I also want a new colour / highlights and lowlights ...

I need my lashes dyed / my eyebrows plucked ...

I would like to come in on ... (*date*).

Do you have any openings on Thursday / Friday / in the afternoon / in the morning ...?

My usual stylist is ... (*name of stylist*). / Is ... (*name of stylist*) available?

I would like to book an appointment with ... (*name of stylist*).

Is ... (*name of stylist*) in at the moment? Could I talk to him / her for a second?

How long is the appointment going to take?

Thank you!



## Language in use

### A stylish salon

- 1 Have a look at the VocabBooster. Label the pictures (1–12) with the appropriate words. Compare your results with a partner.

### VocabBooster

hair dryer ■ styling stations ■ towels ■ mirror ■ reception desk ■ shelves ■ styling chair ■ salon trolley  
 ■ waiting area ■ blow-dryer ■ stool ■ cape



1



2



3



4



5



6



7



8



9



10



11



12

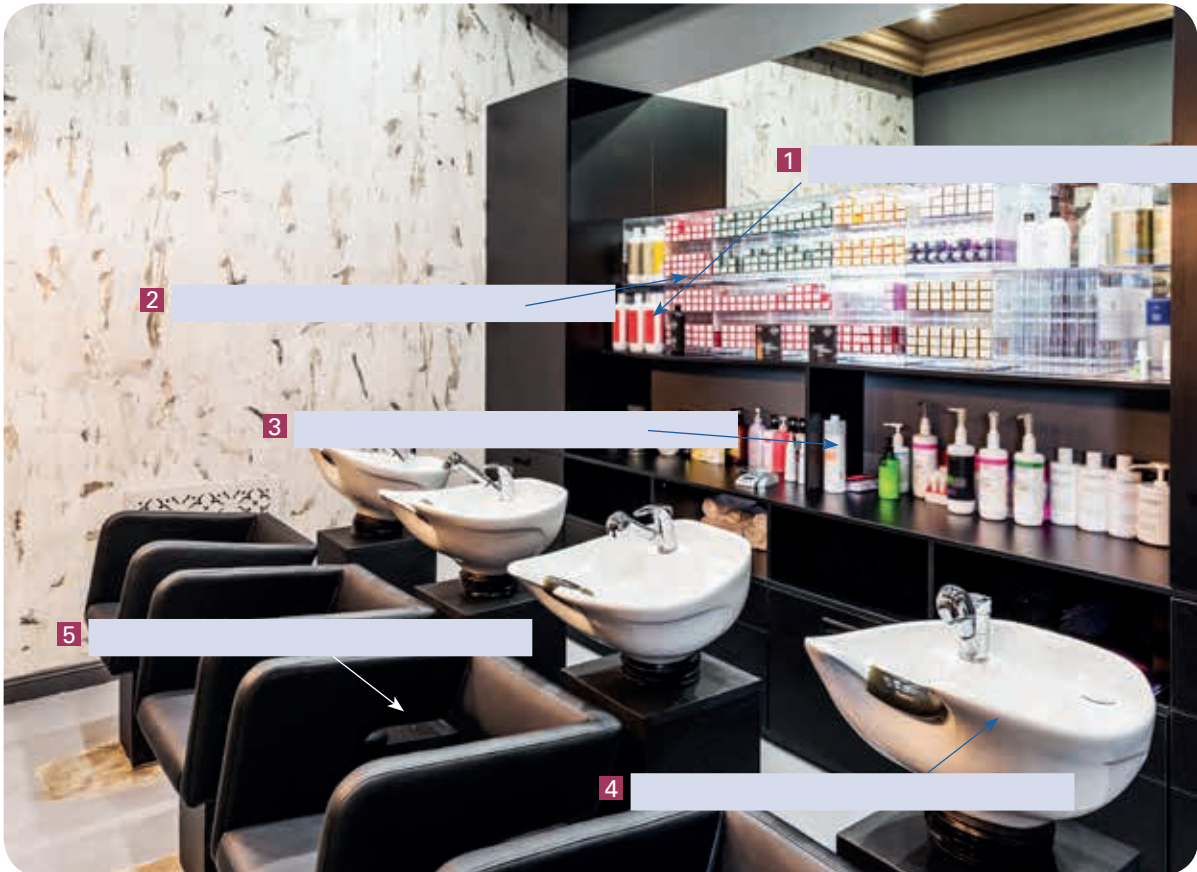
# 1 Jobs in a salon

## The shampoo station

- 2 Have a look at the VocabBooster. Label the equipment (1–5) of the shampoo station with the appropriate words/phrases. Compare your results with a partner.

### VocabBooster

washbasins with water taps ■ comfortable chairs ■ shampoos and conditioners ■ hydrogen peroxide and developer options ■ hair colours and semi-permanent colours



## Hairstyling tools

- 3 Have a look at the VocabBooster. Label the pictures (1–24) on page 9 with the appropriate words by filling in the grid. Compare your results with a partner.

### VocabBooster

afro comb ■ comb ■ cuticle scissors ■ fork comb ■ cuticle nipper ■ cutting scissors ■ straightener/hair iron ■ hairbrush ■ mirror ■ multifunctional comb ■ nail file ■ nail polish ■ radial brush ■ razor ■ sectioning clip ■ shaving brush ■ shaving razor ■ styling brush ■ tail comb ■ thinning shears ■ tint brush ■ toe spacers ■ wooden sticks ■ spray bottle





1	13
2	14
3	15
4	16
5	17
6	18
7	19
8	20
9	21
10	22
11	23
12	24



4 Draw the floor plan of your salon and label the equipment. Then get into pairs and walk your partner through the salon. Use the phrases from the LanguageBox. Take turns.

My salon

### LanguageBox

The reception is next to the entrance / left of the entrance / right of the entrance ...

The waiting area is next to the reception desk ...

There is / there are a desk / a wardrobe for coats and jackets / comfortable chairs / magazines ...

The shampoo-bay is at the back of the salon / in the middle of the salon / on the left / right side of the salon ...

There are two / three / four ... styling stations in total.

The styling stations with the hair dryers / trolleys ... are on the left side / on the right side / on both sides / in the back ... of the salon.

There are shelves with products / towels / shampoos and conditioners ...

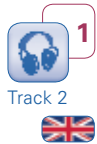
We keep some / all of our equipment in the trolleys.

All in all, I think my salon looks very modern / stylish / old-fashioned / nice / cosy ...

# 1 Jobs in a salon

## Speaking

### Welcome to *The Hair & Style Salon*



Listen to a hairdresser welcoming a customer to the salon. While listening, fill in the missing words/phrases (1–7). Compare your results with a partner.

**Stylist:** Good afternoon! How [ ]<sup>1</sup> you?

**Mr Berk:** Hello! My name is Alan Berk. I have an appointment at 2:30.

**Stylist:** Ah, here you are, Mr Berk. You are here to see Penelope for a haircut and a beard trim. [ ]<sup>2</sup>?

**Mr Berk:** Yes, that's right.

**Stylist:** Penelope is just finishing up with another client, but she will be here for you shortly. [ ]<sup>3</sup> to have a seat in the waiting area over there?

**Mr Berk:** Sure. I suppose I'm a little early anyway.

**Stylist:** You can have a look at these magazines and relax. [ ]<sup>4</sup> your coat?

**Mr Berk:** Yes, thank you.

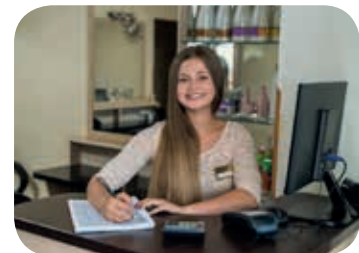
**Stylist:** [ ]<sup>5</sup> you anything to drink? Tea, coffee, water?

**Mr Berk:** Coffee is fine.

**Stylist:** Do you take it with [ ]<sup>6</sup>?

**Mr Berk:** No, just black. But I'd appreciate a glass of water.

**Stylist:** Okay. I will be [ ]<sup>7</sup>.



### Mini-scenario



Get into pairs. One of you is a junior stylist at *The Hair & Style Salon*, the other one is a customer. Choose a scenario (1–3). Use the phrases from the LanguageBox on page 11. Talk for about 2–3 minutes. Take turns.

#### Scenario 1: An appointment

##### Junior stylist

You should

- welcome the customer to the salon
- ask for the customer's name
- offer him/her to take the jacket
- ask him/her politely to wait for the stylist
- offer him/her a beverage.

##### Customer: Angeline / Adam Brown

You should

- state your name and the time of your appointment
- ask for fashion magazines to read while waiting for your stylist
- ask for a glass of fruit juice.

#### Scenario 2: The regular customer

##### Junior stylist

You should

- greet the customer by name (Mr / Mrs Harvey)
- assure him/her that his/her usual stylist, Hank, will be there shortly
- ask how he/she is doing
- show him/her to the styling station.

##### Customer: Stan / Stella Harvey

You should

- state the time of your appointment and ask for Hank as your stylist
- tell the junior stylist that you want a haircut because you have a job interview later
- ask where you can take a seat
- ask for your usual coffee order.